



COVERED SERVICES

AHCCCS has implemented a clinically based, comprehensive, cost-efficient drug formulary for AHCCCS fee-for-service (FFS) recipients. The formulary applies exclusively to FFS recipients.

A pharmacy benefits manager (PBM) administers the FFS pharmacy benefit. Prescriptions must be dispensed from the PBM's contracted network of pharmacy providers.

The current PBM is RxAmerica. For information regarding pharmacy claims, contracted providers, or the formulary, contact RxAmerica at (800) 770-8014. General questions may be directed to the AHCCCS Pharmacy Program Administrator at (602) 417-4726.

Prescription and non-prescription drugs prescribed by a physician, other authorized practitioner, or dentist and provided by a licensed FFS network pharmacy according to FFS formulary policies are covered for all recipients (See outpatient medication exclusion information for Emergency Services Program recipients below).

Prescription drugs for covered transplantation services are covered in accordance with AHCCCS transplantation policies (See [Chapter 24, Transplants](#)).

COVERAGE LIMITATIONS AND EXCLUSIONS

- ☒ Prescriptions are limited to a 30-day supply or 100-unit doses, whichever is more, except for prescriptions for chronic illnesses, which are limited to a 100-day supply or 100-unit doses, whichever is more. Contraceptive medications are limited to a 100-day supply.
- ☒ Non-prescription drugs and medicines are not covered except when appropriate alternative non-prescription drugs are available and less costly than prescription drugs and prescribed by a physician or other authorized practitioner.
- ☒ Drugs personally dispensed by a physician or dentist, or other authorized prescriber are not covered. Exceptions may be granted upon application and approval by AHCCCS for registration as a pharmacy provider in geographically remote areas where there is no participating pharmacy.
- ☒ Refills of a prescription in excess of the number specified and any refill dispensed more than one year from the original order date are not covered.
- ☒ Drugs designated under the Drug Efficacy Study Implementation (DESI) as ineffective are not covered.
 - ✓ The information AHCCCS receives from First Data Bank indicates which drugs are so designated with a "DESI" beside the drug name.
- ☒ Outpatient medications are not covered under the Emergency Services Program.



BILLING REQUIREMENTS AND REIMBURSEMENT

All fee-for-service pharmacy claims must be submitted electronically to the contracted PBM. Claims are processed electronically using a point-of-sale process. When a participating pharmacy receives a prescription for a FFS recipient, the pharmacist should first adjudicate the claim electronically through the contracted PBM. Some drugs requiring prior authorization (PA) may have already been authorized, and the claim will adjudicate without restriction.

If a claim is rejected for "NDC Not Covered" or "Prior Authorization Required," the pharmacist should contact the prescribing physician and ask the physician to consider an appropriate alternative formulary medication or submit a PA request to the PBM.

For assistance with on-line claim submission, contact the RxAmerica Provider Help Desk at (800) 770-8014. Hours of operation are 7:00 a.m. to 8:30 p.m. Monday through Friday and 10:00 a.m. to 3:00 p.m. Saturday and Sunday.

PRIOR AUTHORIZATION

Some drugs on the formulary and all non-formulary drugs require PA from the contracted PBM. The prescribing physician must submit all PA requests. If a patient meets the criteria for authorization, the prescribing physician should fax the request form to the contracted PBM. Participating pharmacies should not be asked to submit the prior authorizations. Authorization of a non-formulary medication will be considered for compelling medical reasons such as medical necessity, documented treatment failure or severe adverse drug reactions with formulary drugs.

The current RxAmerica PA Request Form (See [Exhibit 12-1](#)) is to be faxed to (888) 465-9889 or (888) 994-4994.

AFTER HOURS INSTRUCTIONS

After 5:00 p.m. on weekdays, on weekends, and holidays, a pharmacist may fill and dispense a prescription that requires prior authorization or is not included in the formulary if the drug belongs to one of the following drug classes:

- ☒ Antibiotics
- ☒ Analgesics (NSAID)
- ☒ Muscle relaxants
- ☒ Anticonvulsants
- ☒ Antiarrhythmic Agents



AFTER HOURS INSTRUCTIONS (CONT.)

On the next business day, the pharmacist must fax a Prior Authorization Request form to the contracted PBM and indicate on the request that the prescription was filled after hours. The PBM will enter the PA request in the system for adjudication and inform the pharmacy.

The prescribing physician should not submit a PA request for after hours emergency drugs on the next business day. After hours emergency drug requests will be approved automatically when submitted by the pharmacy on the next business day.